

## Preventing Resident Abuse, Neglect, And Mistreatment

It's Everybody's Job

Lynne Goulet, RN, LNNP  
Clinical Case Coordinator  
SNH Management, June 2009

## What is Abuse, Neglect and Mistreatment?

### Abuse

- Any Physical, Mental or Sexual Assault Inflicted upon the resident other than by accidental means.
- Abuse is the willful infliction of Injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain, or mental anguish. *This assumes that all instances of abuse of residents, even those in a coma, cause physical harm, pain, or anguish*

### Neglect

- The failure to provide goods and services necessary to avoid physical harm, mental anguish, mental illness, or the deterioration of a resident's physical or mental condition

### Mistreatment

- To treat wrongly or badly; to treat cruelly or harshly

## EXAMPLES

- ❏ Resident is told by staff- "If you don't take your medication I'm not gonna let you use my phone to call your family".....
- ❏ A Resident who has a Care Plan to walk with a rolling walker is not walking with it-its in the maintenance shop for repair and no replacement has been given to him and he falls and breaks his hip .....

## EXAMPLES

- ❏ As you walk by a resident's room, through the closed door, you hear a coworker with a raised voice saying "I don't know why you're being like that, I'm sick of dealing with you you're such a baby"-Next thing you hear the resident is crying.....
- ❏ You take care of Resident Suzie most days but were off yesterday, today you notice a dark purple bruise like spot about the size of a quarter under her bangs on her forehead the Nurse doesn't know how it happened.....

## EXAMPLES

- ❏ While serving trays you notice resident Henry is not in the dining room. You leave his tray on the cart and write "Refused" for his meal intake.....
- ❏ Your assigned resident is to take a shower today. He hasn't taken one in the last 2 weeks. He has body odor. Without telling the Nurse, offering again later or calling the SSA for help, you write refused for his shower.....

## EXAMPLES

- ❏ George and Joe are room mates. George is meek, well mannered, doesn't bother anybody. Joe is aggressive both physically and verbally and has taken Georges socks, snacks and has threatened to "kick Georges butt"- George told his PRSC he was a little upset about it. IDT does nothing. George is found lying on the floor in his room bleeding from his nose, eye swollen @ 6am rounds. Joe is no where to be found. Last noted on 4am rounds both were sleeping in their room.....

## YOUR RESPONSE

- ❑ Be sensitive to resident's rights and resident needs
- ❑ Recognize potential situations and real situations involving resident abuse, neglect, theft, and mistreatment
- ❑ Intervene immediately for the safety of the resident, (ie protect the resident from harm, remove resident from the situation) and REPORT the concern to your supervisor, and the ADMINISTRATOR immediately

## YOUR RESPONSE

- ❑ Concerns/allegations MUST be Investigated Immediately
- ❑ Charge Nurse and Department Heads must involve the Administrator quickly
- ❑ AS the one who reports concern it is not your duty to decide guilt or innocence-protect the resident and report
- ❑ Investigations must begin immediately-
- ❑ Allegations against employee-employee must be suspended pending investigation even asked to leave the facility before the end of their shift to protect resident.

## SUPERVISOR'S RESPONSE

- ❑ Protect/Remove resident from situation and have Nursing assess resident for injury
- ❑ Ensure Incident Report is completed
- ❑ Ensure Police Reports are made timely if necessary
- ❑ Begin Interviewing staff- keep notes that list who was interviewed, questions asked, response
- ❑ Do not have staff write their own statement
- ❑ Suspend employee
- ❑ Contact Administrator/designee

## When is an Investigation Required

- ❑ Allegation made by Resident (missing items, complaints of staff mistreatment, care not delivered)
- ❑ Witnessed events that appear to be abuse, neglect, or mistreatment
- ❑ Resident to Resident Behavioral Incidents
- ❑ Injury of Unknown Origin
- ❑ Allegations made by Family members or staff

## Investigation Procedures

- ❑ Review initial allegation
- ❑ Complete initial report within 24 hours
- ❑ Interview Individual who reported incident
- ❑ Interview any witnesses to the incident
- ❑ Interview the resident involve
- ❑ If needed interview Resident's attending Physician/Psychiatrist
- ❑ Review medical record of Resident involved

## Investigation Procedures

- ❑ If accused individual is employee check personal file to check for background check, references, orientation and training
- ❑ Interview staff members having contact with resident and accused individual
- ❑ Interview resident's roommates, visitors
- ❑ Interview other residents who the accused individual has regular contact with
- ❑ Interview other employees if ever witnessed an event with accused employee
- ❑ Interview accused individual
- ❑ Review all circumstances surrounding the incident

## Preventing Abuse, Neglect and Mistreatment

### Pre-employment Screening

- Health Care Worker Registry
- Background check
- References

### Orientation and training of Employees

- Sensitivity to Resident's rights and Resident needs
- Staff obligations to prevent and report abuse, neglect and theft
- How to assess, prevent, and manage aggressive, violent and catastrophic reactions in a way that protects both residents and staff
- How to recognize and deal with burnout, frustration, and stress that may lead to inappropriate responses or abusive reactions to residents

## Preventing Abuse Neglect and Mistreatment

### Establishing a Resident Sensitive Environment

- Identify concerns and follow up
- Resident Assessment-who is most at risk
- Staff Supervision-does management address issues with staff when necessary

### Internal reporting Requirements

- Employees are **required** to report to their Supervisor and/or Administrator-any occurrence or potential mistreatment they observe, hear about, or suspect. Anonymous Reports must also be thoroughly investigated
- Supervisors must inform the Administrator of any concerns or allegations as they arise

## Preventing Abuse, neglect and Mistreatment

### Protection of Residents

- Residents are separated from accused while investigation is underway (room mate, employee or visitor)
- Staff –suspended pending investigation

### Internal Investigation of Allegations and Responses

- Appoint an Investigator
- Follow investigation protocols

### External Reporting of Potential Abuse

- Initial report to IDPH within 24 hours
- Final Report to IDPH within 5 working days after initial report
- Notify resident's representative
- Inform law Enforcement